

**Town of Westminster  
Job Description**

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|------------------------|-------------------|---------------------|------------|
| <b>Position Title:</b> | Health Agent      | <b>Grade Level:</b> | 6          |
| <b>Department</b>      | Health Department | <b>Date:</b>        | 02/12/2016 |
| <b>Reports to:</b>     | Board of Health   | <b>FLSA Status</b>  | Exempt     |

**Statement of Duties**

The Health Agent is responsible for the planning, managing and promotion of public health and environmental protection programs as well as conducting the Town's public health program and enforcing federal, state and local public health laws, rules and regulations. Employee is required to perform all similar or related duties.

**Supervision Required**

Under the administrative policy direction of the Board of Health with the guidance of the Town Administrator the employee carries out job duties in accordance with municipal Bylaws and policies as well as applicable state and/or federal laws and regulations. The employee establishes short and long-range goals and objectives and assumes direct accountability for department results. The employee is responsible for the development and implementation of department operating budgets and is expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

**Supervisory Responsibility**

The employee is accountable for the direction and success of department programs and services accomplished through others. The employee is responsible for analyzing program objectives, determining the various work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objectives; and recommending new goals. The employee typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure, operating guidelines and work operations; formulates, prepares and defends budget and manpower requests and accounts for effective use of funds and staff provided; coordinates program efforts within the department, with other town departments, and state agencies; delegates authority to subordinates and holds them responsible for the performance of their work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and assists or oversees the personnel function, including recommending hiring, training and disciplining of employees.

Employee is responsible for the direct supervision of all other Board of Health employee(s), as well as contractors and/or consultants working for the department. Responsibilities include service delivery, training, evaluation, and discipline of employees, as well as budget development and control. Work operations are subject to fluctuations throughout the year. Employees supervised work out of the same office, and a substantial amount of the work is performed at remote locations as well as in hazardous areas. Some of the work is performed in the evenings and on weekends.

**Confidentiality**

The employee has regular access to confidential information on a department-wide basis including

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law suits, criminal records/investigations, HIPPA records, and client records in accordance with the State Public Records law.

#### **Accountability**

Consequences of errors or poor judgment may include adverse public relations, monetary loss, legal repercussions, labor/material costs, personal injury, jeopardize programs, and/or danger to public health or safety.

#### **Judgment**

Work requires the employee to examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents which may be conflicting, at times. Independent judgment is used in analyzing specific situations to determine appropriate actions.

#### **Complexity**

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical public health field. Assignments typically involve evaluation interpretation, and application of regulations or laws, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish work in accordance with established rules and/or regulations.

#### **Work Environment**

Working conditions involve frequent exposure to intermittent machine or related noise or a combination of unpleasant elements such as bio hazards, loud noises, odors, chemical fumes, dust, smoke, extreme hot or cold temperatures, dirt, or test holes that could cause personal injury when conducting field inspections. Work may also involve completing several unrelated tasks within a relatively short period of time. The employee may be required to work beyond normal business hours in order to attend meetings or to respond to natural or man-made emergencies.

#### **Nature and Purpose of Relationships**

Relationships are constantly with co-workers, the public, groups and/or individuals such as civic leaders, peers from other organizations, attorneys, engineers, developers, representatives of professional organizations, and the news media. The employee serves as a spokesperson or recognized authority of the health department in matters of substance or considerable importance. The employee on behalf of the Board of Health is required to communicate departmental practices, procedures, regulations or guidelines and to discuss controversial matters when enforcing rules and/or regulations where tact is required to avoid friction and obtain cooperation.

#### **Occupational Risk**

Duties generally do not present occupational risk to the employee when carried out in an office setting. Personal injury could occur when conducting field inspections. May encounter hazardous

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conditions associated with construction sites or when responding to public health emergencies. Examples of injury may include bruises from falls, cuts or muscular strains from lifting or carrying equipment or materials; exposure to communicable diseases and hazardous materials.

### **Essential Functions**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Enforces the state sanitary code; performs site inspections of building lots; evaluates soil tests and percolation tests to determine suitability for sewerage disposal systems; reviews plans for sewage disposal facilities; issues permits and inspects installation and repair of septic systems; witnesses Title 5 inspections on septic systems; works with installers and engineers to ensure that sewage disposal systems conform to requirements and function properly. Issues permits for drinking water and irrigation wells; takes water samples for laboratory analysis; evaluates water test results to ensure water is safe for public consumption.

Enforces state and local public health laws, rules and regulations; investigates and reports cases of diseases dangerous to public health; investigates and issues beaver trapping permits; responds to referrals and inquiries from land use offices on potential public health and environmental impacts of proposed subdivision and building plans.

Issues appropriate permits and licenses, handles complaints and investigates alleged nuisances; investigates and initiates corrective measures to eliminate unsanitary living conditions; initiates legal action and appears in court as necessary.

Inspects restaurants, school cafeterias, retail food stores, food handling and processing establishments, nursing homes, group residences, recreational camps, tanning facilities, public pools and beaches, and other areas required by law.

Informs the public on food recalls, public health advisories and alerts issued by the state and federal government. Initiates education for the community on current public health issues.

Maintains and updates an Emergency Dispensing Site Plan for the Town. Promotes membership and training for the local chapter of the Wachusett Medical Reserve Corps.

Monitors operations of local solid waste disposal facility and recycling transfer station for compliance with state and local regulations and contractual obligations.

Maintains public health records; prepares reports, budgets, and recommends regulations for adoption by the Board of Health.

Creates and maintains programs and procedures for improved methods of record systems, licensing, control, evaluation and fee collection to monitor the health status of the population, and to assure the quality of the town's public health activities. Keeps track of citizen service requests

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and complaints.

Assists in the preparation of official documents, correspondence and purchase orders to ensure compliance with local and state laws and policies, maintains detailed and accurate files, maintains detailed and accurate records and reports of inspections and results. Conducts educational courses for food handlers.

Processes client requests including various departmental applications, registrations and bill payments.

Prepares and submits annual operating budget and annual report.

Attends work-related training programs and seminars as required in order to maintain certifications and licenses as required by the Town and/or State as well as to stay abreast of changes in the provisions of public health services, techniques and laws.

### **Recommended Minimum Qualifications**

#### **Education and Experience**

Must have a Bachelor's Degree in Public Health or a related field; five to seven (5-7) years prior work experience; or an equivalent combination of education and experience.

#### **Special Requirements**

Licensed Massachusetts Registered Sanitarian or Massachusetts Certified Health Officer, or the ability to obtain license/certification within one year of employment is preferred. Valid Massachusetts driver's license; Certification from DEP as a licensed Soil Evaluator; Certification from DEP as a licensed Title 5 System Inspector; Food Protection Manager; Lead Paint Determinator; NIMS and ICS training and Certification. Certified Pool and Spa Operator strongly desired.

### **Knowledge, Abilities and Skill**

#### **Knowledge**

Thorough and expert knowledge of the federal, state and local laws, rules and regulations pertaining to public health sanitation. Thorough knowledge of approved methods and equipment used in handling food and milk. Thorough knowledge of the principles of subsurface disposal system design and installation. Thorough knowledge of current inspection and control procedures. Has knowledge of and is prepared to implement the Town's Emergency Dispensing Site.

#### **Ability**

Ability to enforce and interpret regulations firmly, tactfully and impartially. Ability to communicate effectively, orally and in writing. Ability to use a computer. Ability to operate a telephone and standard office equipment. Ability to read and interpret blueprints, drawings and plans.

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### **Skill**

Excellent planning and organizational skills. Excellent employee relations and customer skills and ability to handle multiple tasks.

### **Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

### **Physical Skills**

Work requires some agility and physical strength, such as moving in or about construction sites or over rough terrain, or standing or walking most of the work period. Occasionally, the employee is required to lift, push, or pull objects or department equipment and carry them. There also may be a need for the employee to be able to stretch and reach in order to retrieve materials or equipment.

### **Motor Skills**

Duties involve assignments requiring the application of hand and eye coordination with finger dexterity and motor coordination in order to stretch, reach, or retrieve department materials, to operate a motor vehicle, or a personal computer. Performance of essential functions may also require incumbent to climb or balance; stoop, kneel, crouch, or crawl; and smell. May be required to perform duties under adverse conditions of a natural disaster or declared emergency.

### **Visual Skills**

The employee is routinely required to read documents and non-written materials (i.e. maps or construction blueprints) for understanding and analytical purposes. Specific vision abilities required by this position include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*